

**COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU**

Departmental Quality Improvement Council Meeting

A G E N D A

April 11, 2016  
9:00 – 10:30 a.m.  
550 S. Vermont Ave., 10<sup>th</sup> Floor Conference Room  
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Karen Lee, M.D./Carol Eisen, M.D., Co-Chairs

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:15	Peer Survey Results – Fall 2015	H. Ditko
III	9:15– 9:45	SA QIC Reports & Countywide Children's QIC Report	QIC Members
IV	9:45 – 9:50	Clinical Quality Improvement ➤ OMD Report	K. Lee M. O'Donnell
V	9:50 – 10:05	➤ QI Evaluation Report & QI Work Plan Goals ➤ SA QI Summary	N. Kasarabada
VI	10:05 – 10:15	MHSIP May 2016	V. Joshi
VII	10:15 – 10:20	Patients' Rights Office ➤ Change of Provider Request Log	M. Hernandez J. Walker
VIII	10:20 – 10:25	Cultural Competency Updates	S. Chang Ptasinski
IX	10:25 – 10:30	Policy Update – Office of Compliance	R. Faveau
		Announcements:	

Next Meeting

May 9, 2016  
9:00 – 10:30 a.m.  
550 S. Vermont Ave. 10<sup>th</sup> Floor Conference Room  
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	April 11, 2016
Place	550 S. Vermont Ave., 10 <sup>th</sup> Floor Conf. Rm.	Start Time:	9:00 a.m.
Chair	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.
Co-Chair	Carol Eisen, M.D./Karen Lee, M.D.		
Members Present	Anna Levina; Antonio Banuelos; Aprill Baker; Barbara C. Engleman; Bertrand Levesque; Caesar Moreno; Carol Eisen; Christina Kubojiri; David Tavlin; Debi Berzon-Leitelt; Debra Mahoney; Geraldine Gomez; Helena Ditko; Isidoro Gonzalez; Jamie Walker; Kary To; Kimber Salvaggio; Leticia Ximenez; Linda Stone; Lisa Harvey; Maria Gonzalez; Martin Hernandez; Mary Ann O'Donnell; Michelle Munde; Michelle Rittel; Misty Aranoff; Monika Johnson; Monique Gooding; Randolph Faveau; Sandra Chang-Ptasinski; Theodore Cannady; Tonia Amos Jones; Vandana Joshi; Victor Lee		
Excused/Absent Members	Ann Lee; Barbara Paradise; Carol Eisen; Elizabeth Dandino; Emilia Ramos; Gassia Ekizian; Greg Tchakmakjian; Karen Lee; LyNetta Gore; Margaret Faye; Michael Tredinnick		
Agenda Item & Presenter	Discussion and Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.	QIC members attended this meeting.	Dr. Kasarabada
Review of Minutes	The March minutes were reviewed.	Minutes were reviewed and approved as noted.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<p><b>Peer Survey Results – Fall 2015</b></p>	<p>Ms. Ditko distributed the Summary findings from the 2015 consumer survey handout. Ms. Ditko went over the summary of findings for the Calendar Year 2015 Consumer Survey. Ms. Ditko stated that the administration of the consumer survey by the Office of Consumer and Family Affairs (OCFA) is a state mandate and the information from the survey findings is used for quality improvement. The surveys were administered by the Community Workers from the OCFA at both Directly Operated Clinics and at least one contract clinic from each SA. The Fall consumer survey gathered 932 responses. The overall countywide responses were positive regarding being treated with respect, overall satisfaction with services and cleanliness of clinics.</p>	<p>Dr. Kasarabada clarified that the data analysis on the FSP related question on this survey has to be redone to include the responses of only consumers who were in a FSP program for part 2 of this question regarding “access to the afterhours FSP number”. She explained that a revised report will be sent to SA QIC Chairs and to not share the survey findings as yet at SA QICs and to use the revised report they will receive from QID.</p> <p>Mr. Tavlin, SA 5 QIC Co-Chair provided important feedback regarding the wording of this question and recommended not using the word “after hours” as this terminology may not be familiar to the consumer. Instead, asking them “if they have the number for their clinician to contact when there is a crisis or emergency” would probably provide more accurate data on this question. Dr. Kasarabada recommended this change be made to the CY 2016 OCFA survey.</p> <p>Dr. Levesque, SA 3 QIC Chair stated that it may be helpful to inquire about the “role of culture” when surveying about “family inclusion in treatment”. Dr. K clarified that one way to review this would be to run data based on demographics of the consumer. However, due to confidentiality of the survey administration the demographic information is not available. She suggested that another way to assess this is to add a question inquiring if the consumer believes that “the cultural background of the family plays an important role on whether families want to be included in treatment”. OCFA will consider this recommendation.</p>	<p>H. Ditko</p>

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>SA QIC Reports &amp; Countywide Children's QIC Report</b>	<b>SA 1:</b> Revised important QI materials. Arranging training for SA 1 staff.	Next meeting: May 3, 2016. Dr. Gore will present on State Performance Outcomes Survey training.	D. Berzon-Leitelt
	<b>SA 2:</b> SA adult QIC meeting included the info from the Countywide QI meeting as well as a lengthy discussion regarding SSR. Knowledge gaps related to the latest policy changes due to the implementation of EHR's were revealed during the discussion & all agreed that clinical staff including supervisors at the clinics need to take the documentation training.	Next meeting: May 19, 2016. A follow up email was sent to the membership with the link to the power point training on policy 104.09.	K. Salvaggio
	<b>SA 2 Children:</b> Dark last month.	Next meeting: April 21, 2016. Dr. Joshi will present on State Performance Outcomes Survey training.	M. Rittel
	<b>SA 3:</b> QI members had a discussion on Cultural Competency issues. Alma Family Center presented on their QI/QA process. It was a very good presentation.	Next meeting: April 20, 2016. Dr. Jones will present on State Performance Outcomes Survey training.	B. Levesque
	<b>SA 4:</b> QI liaison is focusing a lot on EQRO participation for the different focus groups. Also members had a discussion on IBHIS roll out for SA 4.	Next meeting: April 19, 2016.	K. To
	<b>SA 5:</b> Members discussed the outcome of the State Audit, the preparations for the EQRO visit, the SA Provider Directories, the MHSIP data from Spring 2015, the 2013 Psychiatrist Peer Review Medication Monitoring Report, and followed up on providing the various handouts from the QIC Chairs Mtg. including the updates on Policy/ Procedures, and the 2016 Test Calls Study Summary Report.	Next meeting: May 3, 2016.	M. Johnson

<b>Agenda Item &amp; Presenter</b>	<b>Discussion &amp; Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible</b>
<b>SA QIC Reports &amp; Countywide Children's QIC Report continued</b>	<p><b>SA 6:</b> Ms. Baker discussed with providers the significance when sending a "Secure email". During meeting, providers were led through how to create a secure email account in order to send secure emails to LACDMH. Providers are encouraged to use secure email to send in monthly Change of Request (COP) logs to PRO. SA 6 QI members discussed that it would be helpful if providers will share their audit tool. Members requested a presentation on VANS at their QI meeting.</p>	Next meeting: April 28, 2016. QID to coordinate a presentation at the SA 6 QIC meeting.	A. Baker
	<p><b>SA 7:</b> Mr. Banuelos stated that Ms. Donner presented at the March 15<sup>th</sup> meeting. Ms. Donner is the Service Area 7 school district liaison who focuses on enhancing collaboration between DMH and the different school districts.</p>	Next meeting: April 19, 2016. Dr. Jones will present on State Performance Outcomes Survey training. Dr. Thomas will present on Psychological Testing Authorization Request (PTAR) and Ms. Sedano will present on The Whole Child Housing Program.	A. Banuelos
	<p><b>SA 8:</b> QI members had a discussion on consumer's representation at the SA QI meeting. Consumers shared how meaningful it was to them participating and understanding the process at the SA QI meeting.</p>	Next meeting: April 20, 2016.	M. Munde
	<p><b>Countywide Children's:</b> At the next Countywide Children's QIC on May 12, Mr. Hernandez will present updates on Patient Protection Materials. Ms. Townsend will present updates on Medi-Cal Certification/Re-Certification and Dr. Chang-Ptasinski will provide cultural competency updates and an overview of Policy No. 200.03, Language Translation and Interpretation Services.</p>	Next meeting: May 12, 2016.	D. Mahoney
<b>Clinical Quality Improvement OMD Report</b>	<p>A brief synopsis of the new/revised 2-15-2016 clinical policies was given, highlighting the salient sections and changes. The DMH parameter review of the same period was deferred to next month.</p>		M. Ann O'Donnell

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>QI Evaluation Report &amp; QI Work Plan Goals</b>	Dr. Kasarabada reviewed the summary sheets for the QI Work Plan Goals for CY 2016 and the Evaluation for CY 2015 goals. She highlighted the new goals included this year from the Older Adult System of Care (OASOC) and for the Lesbian Gay Bisexual Transgender Questioning (LGBTQ) trainings. She also explained that 12 of the 19 goals for CY 2015 were met and highlighted the reasons for the goals that were not met. She clarified that for CY 2016, on the Mental Health Statistics Improvement Program (MHSIP) survey related and penetration rate related goals, the goal is specified as a range rather than an exact number based on the trends for the past few years. This change has been made to use a data driven approach based on data trends.		N. Kasarabada
<b>SA QI Summary</b>	Dr. Kasarabada reviewed the matched pair results from the SA QI project for CY 2015 on the Spirituality Parameters training and highlighted positive findings in the area of incorporation of spirituality into treatment delivery post training for staff who played a “clinical role” as well as for “all professional roles”. She explained that a narrative on this project will be uploaded and made available via a link in the next week.		N. Kasarabada
<b>MHSIP May 2016</b>	Dr. Joshi presented on the Spring MHSIP 2016 surveys. The list of randomly selected providers has been finalized. Thanks to the QI Chairs on providing feedback in a timely manner by Friday April 8 <sup>th</sup> . QID is still waiting for the official Notice from the State regarding the surveys that includes the survey forms. A reminder was sent to the State today about the Notice. As soon as the Notice is released along with the survey forms these will be sent for printing. All the training dates have been finalized. Dr. Joshi will be covering for Dr. Gore’s SAs for the MHSIP training and accompanying Dr. Jones for her SA MHSIP training.		V. Joshi

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
<b>Patients' Rights Office (PRO)</b>	Ms. Walker will be updating the providers that submitted their monthly Change of Provider Request (COP) logs on the SharePoint site. This is the same file that already exists on the PSB-QID SharePoint site. Ms. Walker will be adding a new column each month to the file to reflect provider numbers for which COP logs have been received.	If there are any updates to the Provider Numbers such as contact information or Reporting Unit, please update this on the SharePoint site.	V. Joshi J. Walker
<b>Cultural Competency Committee Updates (CCC)</b>	The Cultural Competence Plan Requirements states that annual cultural competence training shall to be provided and completed by 100% of the workforce, inclusive of contract providers. Cultural competence trainings need to address cultural diversity, cultural formulation, multicultural knowledge, cultural sensitivity and awareness, mental health disparities and client culture. The LACDMH Cultural Competence Training Plan was developed by the CCU in collaboration with the WET Division. The training plan highlights the foundational and specialized cultural competence trainings available, the language interpreters training series, and current efforts to monitor the staff's post training skills.		S. Chang Ptasinski
<b>Policy Update – Office of Compliance</b>	Mr. Faveau from Compliance Privacy and Audit Services Bureau provided an update on policies and reviewed the handout.		R. Faveau
<b>Handouts:</b>	<ul style="list-style-type: none"> <li>➤ Peer Survey Results – Fall 2015</li> <li>➤ Brief Review of Revised and New 2015 Clinical Policies and Parameters</li> <li>➤ QI Work Plan and Evaluation Report</li> <li>➤ Service Area QI Project CY 2015 Parameters for Spiritual Support (4.15); Pre &amp; Post Survey Eval. Summary</li> <li>➤ Change of Provider (COP) Log for February 2016</li> <li>➤ Policy/Procedure Update April 11, 2016</li> </ul>		

Respectfully Submitted,

Naga Kasarabada, Ph.D.